
Subject: Certification and Recertification Appointments

Effective Date: August 1, 2006

Revised from: October 1, 2004

Policy: Certification appointments should be scheduled according to processing standards for new clients and previous clients who have had a break in service (Refer to CRT 02.00.00 Processing Standards and ADM 01.02.00 Access to WIC Services.)

Certification appointments for current clients who are reapplying should be scheduled to avoid a break in service.

Appointments made when a client reschedules do not need to be within these guidelines.

Reference: CFR §246.7

Procedure:

1. Use the KWIC Appointment Book to document all WIC appointments.
2. Follow processing standards when scheduling certification appointments for new clients and previous clients who have had a break in services, indicated by a KWIC status of Termed. (Refer to CRT 02.00.00 Processing Standards.)
3. Certification appointments for current clients who are reapplying should be scheduled to avoid a break in service.
 - a. A time variation of plus or minus 15 days from the End Eligibility Date is recommended.
 - b. Staff should consider the Last Date to Use of the last checks issued to avoid a break in benefits.
 - c. Recertification appointments may be scheduled for up to 60 days before the Eligibility End Date. Scheduling this far in advance should be done with the approval of the caregiver, usually to get appointments for family members together.
4. All clients being recertified are to be given a KWIC Appointment Notice Letter.
 - a. The letter is to be prepared so as to include a reminder of what should be brought to the appointment.
 - b. The KWIC Appointment Notice Letter for recertification appointments includes a reminder that WIC eligibility ends soon and states the last month for checks if this appointment is not kept.
 - c. The recertification appointment should be set up at the time of the last nutrition education or check pick-up appointment during the certification.
5. New applicants and clients rescheduling appointments should be provided with a KWIC Appointment Notice Letter prepared so as to include a reminder of what should be brought to the appointment. Occasionally time before the appointment will not allow for mailing of a letter. In these cases, staff should verbally make the requirements for the appointment very clear.

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6. Each person should be asked if special accommodations are needed (e.g. interpreter) when an appointment is made.
7. Refer to ADM 01.02.00 Access to WIC Services for more details related to setting clinic hours to meet processing standards, especially for mobile clinics.